

**QUESTIONS AND ANSWERS  
TO THE INVITATION FOR BIDS (IFB)  
CMD-AAA-HI-1418  
FOR THE PROVISION OF HEALTH INSURANCE COUNSELING AND ADVOCACY  
PROGRAM (HICAP)  
Posted: March 18, 2014**

The purpose of this document is to address submitted written questions and questions asked during the Health Insurance Counseling and Advocacy Program (HICAP) Bidder's Conference held on March 13, 2014:

**Question #1:**

What room should Bids be delivered to?

**Answer #1:**

According to Paragraph 2.9, Bid Submission of the HICAP IFB, all bid submissions shall be delivered or mailed as follows:

County of Los Angeles  
Community and Senior Services  
Contracts Management Division  
3175 West 6<sup>th</sup> St., Room 403  
Los Angeles, CA 90020  
Attn.: Carol Domingo, Contracts Manager

**Question #2:**

Will a receipt be provided when we submit our Bid?

**Answer #2:**

Yes, a receipt will be provided for each bid submission received that meets the criteria specified in the IFB.

**Question #3:**

Are the required documents counted in the seven (7) page limit?

**Answer #3:**

No, the seven (7) page limit includes the cover letter and narrative responses only.

**Question #4:**

Does the IFB require narrative responses?

**Answer #4:**

Yes. Please review the IFB and ensure the Bid responds to all areas required to demonstrate or provide requested information.

**Question #5:**

When would we be required to submit a Board Resolution?

**Answer #5:**

A Board Resolution would be required during the contracting process if a Bidder has been selected for contracting the HICAP services.

**Question #6:**

With regard to Exhibit 2 - Prospective Contractor References, Exhibit 3 - Prospective Contractor List of Contracts, and Exhibit 4 - Prospective Contractor List of Terminated Contracts, should the information included on these documents be specific for HICAP services or should we include all reference and contract information for all our programs?

**Answer #6:**

Please only include contact and contract information to verify HICAP Services or services of similar relation to HICAP Services.

**Question #7:**

The IFB says that all Bids are to be bound. What do you mean by “bound”?

**Answer #7:**

As stated in the IFB Sub-paragraph 2.7, Preparation of Bid, “All Bids must be bound and submitted in the prescribed format.” Bound materials may include, but are not limited to, a 3-ring binder, or spiral binding.

**Question #8:**

How can I access the HICAP IFB?

**Answer #8:**

The HICAP IFB can be accessed from the Los Angeles County Community and Senior Services (CSS) website at [css.lacounty.gov](http://css.lacounty.gov). Click on the **Doing Business with CSS** link and select AAA Health Insurance Counseling and Advocacy Program (HICAP) Invitation For Bids (IFB).